

## Fair Usage Policy

### Why have a Fair Usage Policy?

UKtelecom is committed to ensuring that our services are reliable and great value for all our customers. Our Fair Usage Policy is designed to help us keep that promise to you. Our aim is to provide a fair service and not to cap services unnecessarily. Our services are provided for domestic customers, not business users who can choose different products, and we consider what would be a reasonable level at which to regard usage levels as “excessive”.

What is deemed “excessive” will be determined by the type of product of product being purchased and the pattern of usage.

### UKtelecom Unlimited Call Packages

We think to impose an actual figure on what we consider to be “excessive” use is not necessarily helpful and may penalise users unfairly. What is deemed to be excessive will be determined by a number of factors including the length of time over which the usage occurs, as well as the amount of calls being made and their duration.

If you are continually using more than what we consider to be appropriate for a domestic customer, and in effect ‘taking benefits away’ from our other subscribers to our call packages, we will contact you by email or phone and request that you reduce your usage.

If you continue to demonstrate excessive usage your unlimited call package service will be the subject of termination in order that we may continue to offer the service to other customers. We will give you four weeks notice and during this period your usage will continue to be reviewed. If the excessive use reduces to an acceptable level we will offer to reinstate the service subject to you undertaking to maintain reasonable use in future. Otherwise our service will cease to be available to you unless you choose to use our standard tariff. The standard tariff continues to be one of the very best available and represents excellent value for money.

### UKtelecom Broadband Service

Our broadband service includes a generous allowance for data transfer. We do however reserve the right to suspend or cancel the service if we deem that there is an unacceptable level of data transfer or file sharing that would be considered excessive for a domestic service. We will not suspend or cancel this service without first communicating with you and discussing your use of the service both in terms of usage and duration.

In practice it is unlikely that a domestic customer will exceed the limit we have set and we will review your usage for four weeks following our contacting you before we take any further action.

## **UKTV (access to UK television programmes broadcast over the internet)**

This is a free service and designed to enable our customers to obtain easy access to British television programmes. The free usage limit is set at 5GB, which is more than enough to meet the needs of keen users of the service. The service also enables other products to be accessed such as music and films.

If these are downloaded it is possible that the 5GB limit will be exceeded. This will cause UKtelecom to incur additional costs that we are obliged to pass on in order to keep the basic service free. The charge will be 7.50€ for access up to 30GB and for an unlimited access the charge will be 17.00€. These charges will be included in your usual monthly invoice.